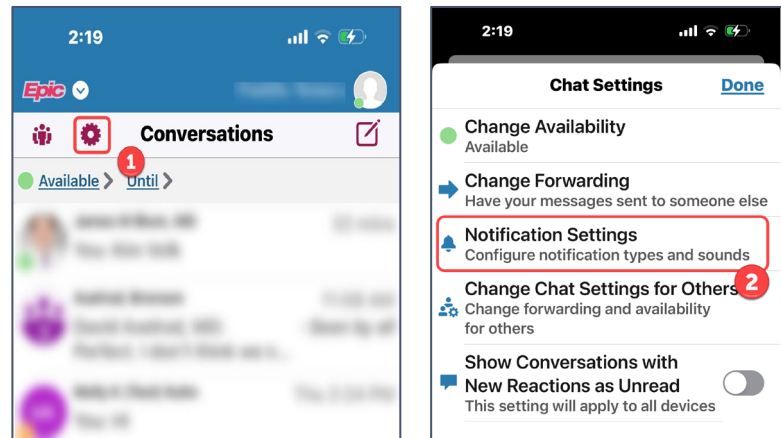


Personalization of Epic Normal Priority Chat Message Tones

The document shows steps for personalizing Epic normal priority chat message sounds on an iOS phone or Android device within Haiku, Canto, and Rover.

Changing the Notification Settings in Mobile Apps on iOS devices

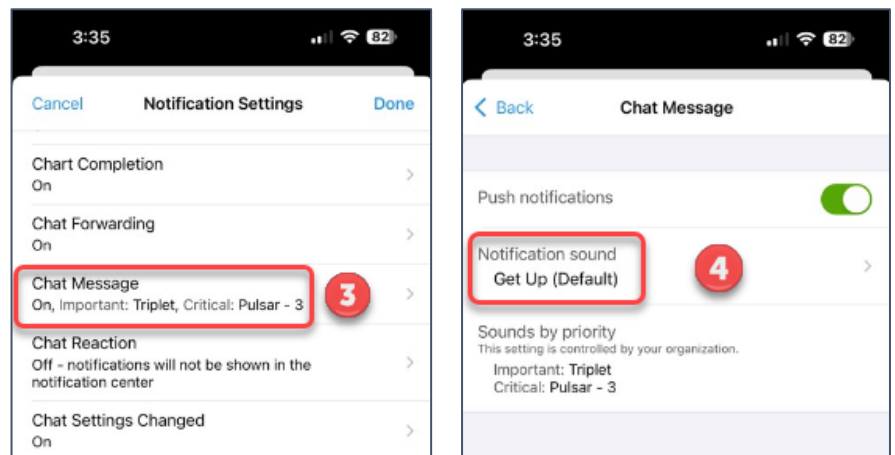
1. Within Secure Chat, click the **gear icon**.
2. Select **Notification Settings**.



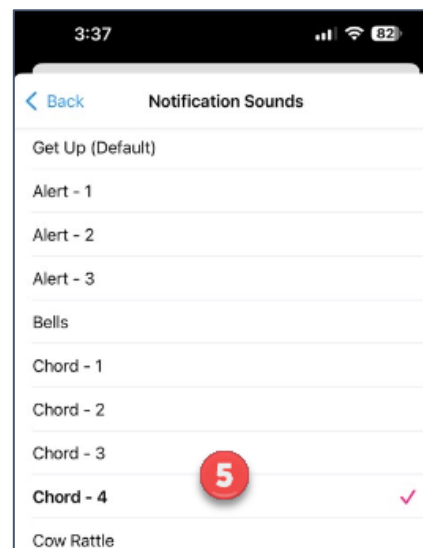
Scroll down to **Chat Message**.

3. Tap to open Chat Message settings.
4. Tap to change the notification sound.

The default sound setting (Get Up) is used for normal priority chat messages. At go-live this was set to Bells.



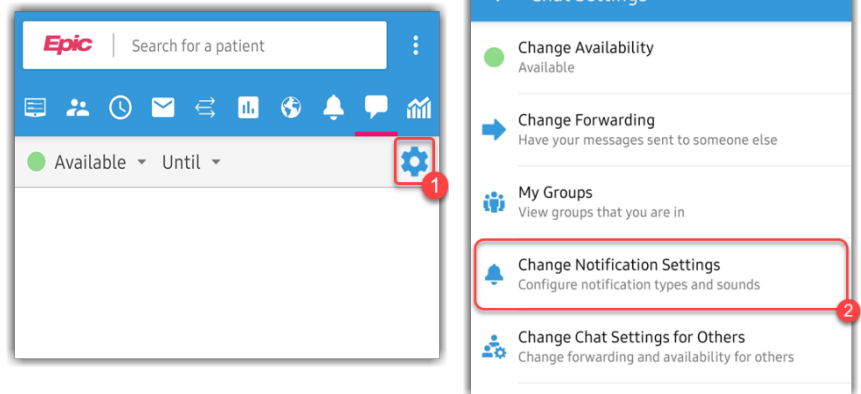
5. To change the sound, select the new sound for normal priority chat messages.



*Note: Users can select the sound for normal priority chat messages, which adhere to phone volume and Do Not Disturb settings. Important and Urgent messages remain set at a system level.

Changing the Notification Settings in Mobile Apps on Android devices

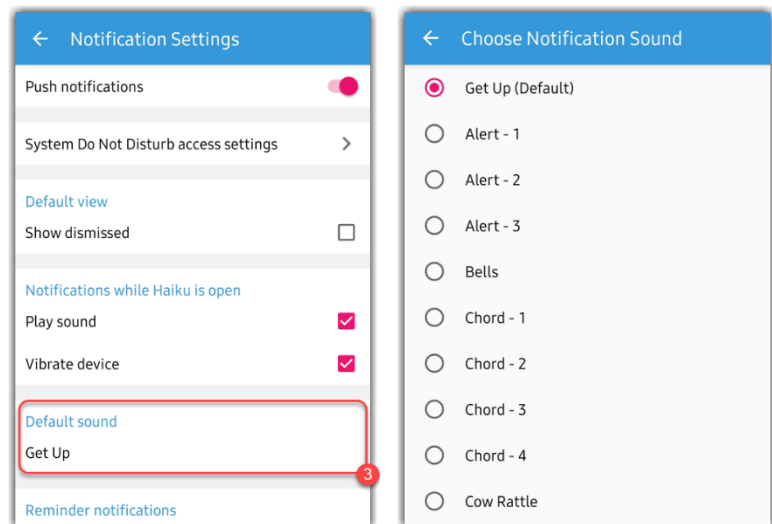
1. Within Secure Chat, click the **gear icon**.
2. Select **Change Notification Settings**.



3. Select **Default Sound**
 - a. To change the notification sound, select a new sound for normal priority chat messages.

The default sound setting (Get Up) is used for normal priority chat messages. At go-live this was set to Bells.

*Note: Users can select the sound for normal priority chat messages, which adhere to phone volume and Do Not Disturb settings. Important and Urgent messages remain set at a system level.



Questions? If you need assistance, please contact the Health Care Information Systems Help Desk at 319-356-0001.